

# PROVIDER BULLETIN

No. 14-14

Date: May 7, 2014

TO: Nebraska Medicaid Providers

FROM: Courtney Miller, Deputy Director *CM*  
Division of Medicaid & Long-Term Care

BY: Gaylene R. Jeffries, RN Program Specialist  
Division of Medicaid & Long-Term Care

RE: Utilization Review Organization

The intent of this Provider Bulletin is to update information on the new Utilization and Review Organization for Medicaid covered services referenced in Provider Bulletin No. 14-10.

Telligen, a Quality Improvement Organization (QIO) has been contracted to perform utilization and quality review activities for Nebraska Medicaid Fee-For-Service clients. **Effective May 1, 2014**, Telligen will begin performing:

- Prior authorization for Home Health Agencies, Private Duty Nurses, Durable Medical Equipment, Prosthetics, Orthotics and Supplies, and Hearing Aids
- Prior authorization for Out of State Services, certain Surgical Procedures outlined in 471 NAC 10-005 and 471 NAC 18-004, and Acute Inpatient Rehabilitation.
- Retrospective Review of Hospital Services

## Current Authorizations

Authorizations for services already approved and in effect beyond May 1, 2014 will continue to be valid. If it is necessary to make authorization changes, the provider must make the change request to Telligen.

**Please contact Telligen for information and training on how to access their web portal and process for performing prior authorization.**

**Nebraska Medicaid/Telligen Prior Authorization Portal:** <http://telligen.nemedicalauth.com>

**Telligen Email:** [Telligen-NEmedicaid@telligen.com](mailto:Telligen-NEmedicaid@telligen.com)

**General Telligen Website:** [www.Telligen.com](http://www.Telligen.com)

**Telligen Phone #:** Local: 402-484-2740 or toll free: 855-638-7949

**Telligen Contract Manager Nebraska Medicaid Contract:** Loretta Olsen RN, MSN, ACM

For questions regarding the information in this bulletin, please contact Gaylene Jeffries, Program Specialist at [DHHS.MLTCPHysicalHealth@nebraska.gov](mailto:DHHS.MLTCPHysicalHealth@nebraska.gov) or 402-471-9415.